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Contract

The Fosterline Service Award Notice

Department for Education

F03: Contract award notice

Notice identifier: 2023/S 000-019967

Procurement identifier (OCID): ocids-h6vhtk-038d24

Published 12 July 2023, 2:17pm

Section I: Contracting authority

I.1) Name and addresses

Department for Education

Sanctuary Buildings, 20, Great Smith Street

London

SW1P 3BT

Email

Rachael6.DAVIES@education.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-education>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Fosterline Service Award Notice

II.1.2) Main CPV code

- 71356300 - Technical support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Fosterline Service notice of contract award.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £704,026

II.2) Description

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Fosterline Service is a free, independent national advice service that offers support for both current and prospective foster carers. It has been in place since 2006, funded by the Department of Education. During that time, the Department also increased the scope of Fosterline from responding to ad hoc enquiries to offering individualised ongoing services for current or prospective foster carers requiring help with ongoing issues or detailed tax and benefits advice. The services aim to support foster families to stay together during times of crisis, reducing placement breakdown, and avoiding costs associated with this. The current service is widely used, with over 108,000 contacts (through the helpline service, 1-2-1s, web-chats, emails, website visits etc)in the year 2021-22.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 80

Quality criterion - Name: Commercial / Weighting: 20

Price - Weighting: 80/20

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-007640](#)

Section V. Award of contract

Contract No

con_21081

Title

The Fosterline Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 July 2023

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Fostering Network

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £704,026

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Department for Education

London

Country

United Kingdom